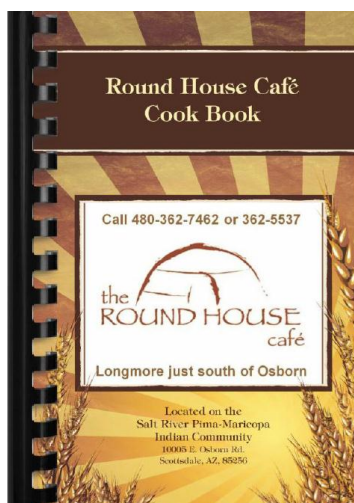




Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts October 1, 2013



COMING SOON: The Round House Café Cookbook!

"The Round House Café Cookbook" will be published soon and available for purchase just in time for the holidays, including more than 210 "Recipes of the Week" and bonus recipes, SRPMIC cultural information, and other fun food facts and tables. All Cookbook sales will be donated to the Salt River Children's Foundation. Watch for details soon on how to save money by ordering in advance!

Every year we come for the free chili samples at the Chili Contest. Thank you for providing such a great activity. We try them all – and then we always get lunch besides. It's fun... This was our 4th annual event (the first contest we had in 2009 was Salsa, but changed it to chili in 2010). We had 15 entries this year, and they all were very good. Nobody has ever won twice in a row!

How can interested people apply to work in the Café? Thanks for asking. We recommend going to the SRPMIC Human Resources Department in Building B and asking to complete an ARAMARK application. The HR department keeps those completed applications on file for people interested in working in the Café. Whenever the Café has an opening, we always call the HR department first to see if there are any qualified and/or interested applicants on file. The second option is to come right into the Café and ask for an ARAMARK application, especially if you are a Community member. Currently, 9 of 11 Café hourly workers are either Community members, or married to one.

What happened to the Posole? Today's menu said Posole, but it was some other soup instead? AND Why did you have Cream of Broccoli Soup today instead of the Cream of Spinach? I was really looking forward to the...Spinach? We apologize for those last minute substitutions and for any resulting frustration. As you probably know, the daily Café menu email goes out pretty early and is typically composed the day before. Sometimes, circumstances beyond our control cause a last minute substitution; although we do everything we can to try to avoid such occurrences. The most common cause is that we were shorted required menu ingredients on a delivery and just didn't have the necessary items available. We can sometimes catch that early enough to pick stuff up at a grocery store – and, obviously, sometimes we can't. We apologize for the inconvenience and hope this information helps.

You guys had foam cups in here one day. Are you going to keep them? These (wax paper) cups leak all the time. I have to either double them up and/or move everything from my desk. I mean BIG puddles. We do apologize. We have gone right to the manufacturer on several occasions trying to resolve the issue, which appears to be some sort of malfunction in their production process. There are alternative cups available – for instance foam and/or plastic (both used by fast food and convenience stores) – but we are trying to stay as environmentally friendly as possible. That's why we stick with the wax cups, despite the leaks, hoping that the manufacturer will resolve the problem. We are sorry for the issue – but please know that we continue to work toward fixing it. Thanks.

The foil lid under my milk cap was UNSEALED when I opened it, so I threw it out. It is not typical that when you unscrew the (supposedly secure) cap to a bottle of milk that the foil underneath is not sealed. We are sorry that happened. There are only a few ways that might happen - one is some mistake in the manufacturing process; two, if someone unscrewed the cap and undid the foil – perhaps to pour some into some oatmeal, and then put it back; or three – if the bottle was accidentally dropped along the way. Regardless, we thanked you for letting us know and gave you a credit.

Thank you for accommodating the Rancho Solano group that came in on September 19th. I will let you know if any other visiting groups want to stop by the Café. Thanks again. Actually, thank YOU. We had a HUGE jump in sales that day thanks to your visitors (mostly children) and they were very well behaved. All groups are welcome – especially with advance notice. ☺

The pancakes at the grill today were horrible. Worst ever. As always, thanks for letting us know. We received three similar comments and gave credits where due. Found that the recipe wasn't followed during production. Correction made. Again, our apologies.

Do you still offer the 10% discount for seniors over 55 on Fridays? I don't see it printed anywhere, but I thought you were still doing it. The cashier said no. Sorry about that, because, yes, we do and all of the cashiers have since been informed. Of course, don't take offense if they ask to see your driver's license! In fact, that might be considered a compliment. ☺

Café receipts showing wrong tax rate, but charging correctly. (Two customers commented). Technical issue with the cash register programming that took some time to fix – but we finally got it right. As you both noted, the monetary tax computation was the correct amount – just the printed rate on the receipt was wrong. Thanks for letting us know, and sorry it took so long to fix the glitch.

Kudos & Klouts (Customer Comments and/or Suggestions)

- The "Round House Soup" w/hamburger is delicious. Please have more often.
- I love the Swiss Onion Soup. Could you please share the recipe? (Yes – thank you. We sent it to you.)
- My burger and fries at lunch today were not great – but I ate anyway, because I was famished. Fries in trash
- My kids destroyed my (refillable Café) cup – can I get another one? (Yes – just see a cashier, which you did.) ☺
- I was charged extra for the raisins for my oatmeal. Is that right? (Training issue w/new cashier. Resolved. Thanks!)
- Fish tacos today! Yay! I will be there!
- Round House Pitted Beef is awesome. I come and get it every time. Thanks.
- GREEN THAI CURRY IS DELICIOUS! (3 people)...and...Please serve more of the India-style curry foods. Wonderful.
- We earned about \$223 at the Social Services Bake Sale. Thank you for all of your help! (Glad to do it!) ☺
- I just love the music that is played at the Café. It puts me in a good mood.

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
 2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
 3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov
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